

PROCESS APPROACH AND CUSTOMER FOCUS

Building and managing the interrelated processes of the corporate quality management system as a uniform system fosters the Company's operational efficiency and performance in goal achievement.

In 2019, FPC developed and approved a process model of its corporate quality management system, which is reflected in the Standard for Corporate Quality Management System – Quality Guide, FPC STO 1.011.1-4. In 2019,

FPC planned to update this model in line with ISO 9001:2015 Quality management systems – Requirements to promote more efficient management of the Company's processes while ensuring the continuous improvement of service quality and maximum delivery on stakeholder requirements and expectations.

